High Sick Leave Consumption
Metro Animal Services

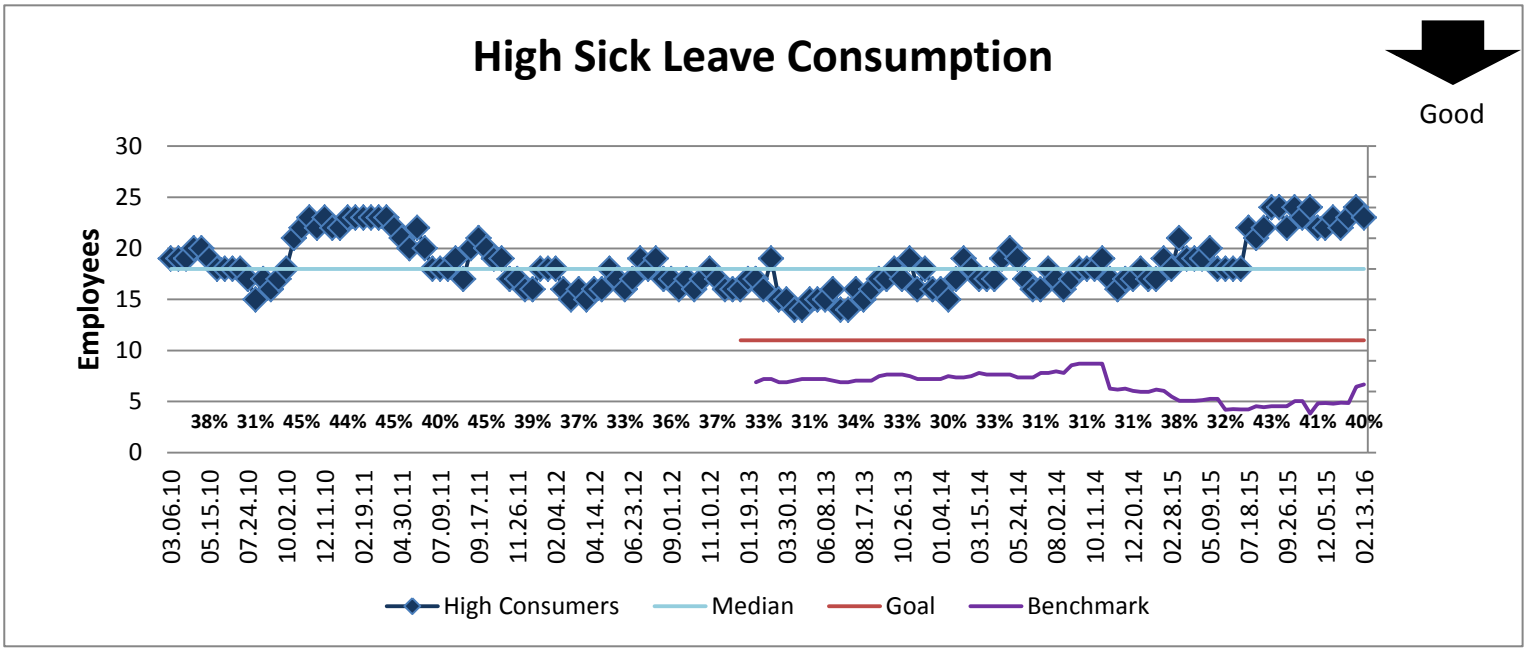
KPI Owner: Stephanie Moore | **Process: Time & Attendance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14 Average of 17.6 Employees Goal: Reduce the number of employees with high sick leave consumption to 11 Benchmark:9% LMG Top Quartile Oct 2015	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: Enterprise KPI Report	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: # of employees who used 9 or more out of 12 sick [1]days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Educate stakeholders; Humana will be on-site once a month starting the end of April '15 to help promote employee health and wellness.

How Are We Doing?

03.02.14-02.13.16 Rolling 52wk Avg Goal	03.02.14-02.13.16 Rolling 52wk Avg		02.15.15-02.13.16 Goal	02.15.15-02.13.16 Actual	
11	21		11	23	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.